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BA. 6/19/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit Not Known
Examiner Not Known

In Re: Christopher Clemmett MacLeod Beck et al.
Case: P3318D1
Serial No.: NA
Filed: 03/06/2001
Subject: Interface Engine for Managing Business Processes Within a
Multimedia Communication-Center

To the Commissioner of Patents and Trademarks
Washington, D.C. 20231

Preliminary Amendment

Dear Sir,

In the claims:

Cancel claims 1-18, leaving claims 19-20 standing for examination.

In the specification:

Please amend by replacing in it's entirety the section entitled "Cross-Reference to
Related Documents" beginning at line 16 as follows:

AI

The present application is a divisional application of copending patent application
serial number 09/183,395, filed 10/29/1998, which is a continuation-in-part (CIP) of
copending patent application S/N 09/151,429, filed on 09/11/1998.

If there are any fees due beyond any fees paid with the present application and amendment, such fees are authorized to be deducted from deposit account 50-0534.

Respectfully Submitted,

Christopher Clemmett MacLeod Beck et al.

by



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